

ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD
1740 W. ADAMS ST., SUITE 4600, PHOENIX, ARIZONA 85007
PHONE (602) 364-1PET (1738) FAX (602) 364-1039
VETBOARD.AZ.GOV

received
5/23/22

COMPLAINT INVESTIGATION FORM

If there is an issue with more than one veterinarian please file a
separate Complaint Investigation Form for each veterinarian

PLEASE PRINT OR TYPE

FOR OFFICE USE ONLY

Date Received: MAY 23, 2022 Case Number: 22-133

A. THIS COMPLAINT IS FILED AGAINST THE FOLLOWING:

Name of Veterinarian/CVT: Deborah Chapman, DVM #3526
Premise Name: Desert Cross Veterinary Hospital
Premise Address: 651 S Dusty Trl
City: Thatcher State: AZ Zip Code: 85552
Telephone: (928) 348-0026

B. INFORMATION REGARDING THE INDIVIDUAL FILING COMPLAINT*:

Name: John Parsons
Address: [REDACTED]
City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]
Home Telephone: [REDACTED] Cell Telephone: [REDACTED]

*STATE LAW REQUIRES WE HAVE TO DISCLOSE YOUR NAME UNLESS WE CAN SHOW THAT DISCLOSURE WILL RESULT IN SUBSTANTIAL HARM TO YOU, SOMEONE ELSE OR THE PUBLIC PER A.R.S. § 41-1010. IF YOU HAVE REASON TO BELIEVE THAT SUBSTANTIAL HARM WILL RESULT IN DISCLOSURE OF YOUR NAME PLEASE PROVIDE COPIES OF RESTRAINING ORDERS OR OTHER DOCUMENTATION.

C. PATIENT INFORMATION (1):

Name: N/A

Breed/Species: _____

Age: _____ Sex: _____ Color: _____

PATIENT INFORMATION (2):

Name: _____

Breed/Species: _____

Age: _____ Sex: _____ Color: _____

D. VETERINARIANS WHO HAVE PROVIDED CARE TO THIS PET FOR THIS ISSUE:

Please provide the name, address and phone number for each veterinarian.

N/A

E. WITNESS INFORMATION:

Please provide the name, address and phone number of each witness that has direct knowledge regarding this case.

N/A

Attestation of Person Requesting Investigation

By signing this form, I declare that the information contained herein is true and accurate to the best of my knowledge. Further, I authorize the release of any and all medical records or information necessary to complete the investigation of this case.

Signature: 

Date: 5/20/2022

F. ALLEGATIONS and/or CONCERNS:

Please provide all information that you feel is relevant to the complaint. This portion must be either typewritten or clearly printed in ink.

I hope you consider this diatribe unacceptable. This person is currently on probation under Case #21-53.

Copied from Facebook:

"Dear Dog Owners,

This week I have seen post after post after post on the veterinary social media pages about the struggle with larger breed dogs that are undisciplined and fearful and trying to bite at staff and veterinarians. Half of the posts stated that they, the vet, were going to stop seeing any large breed dogs, some of them said that they were going to fire all clients who had dogs that were not well controlled, others said that they were starting to refuse service to dogs that growled or tried to bite or got freaked out when they tried to examine them. Clients, this is a huge problem and it is your problem and let's be real, it is your fault.

Dogs are NOT children or humans and we need to stop treating them like they are. They are animals! They do not learn by being coddled and babied and allowed to get away with whatever they feel like doing. It does not work that way in the animal kingdom. If you are a little shit of a dog your mom or some older dog is going to bite your head off to teach you! Once that puppy leaves its mom, you now become the teacher and trainer of what is and what is not acceptable behavior and if you don't, you and you alone are ruining your dog!

Dogs need discipline! They are like your kids! They need you to teach them, to train them, to discipline them so they learn what is and what is not acceptable. I can not tell you the number of times I have been in an exam room and a dog is growling at me and the owner does nothing. In fact, often times they pull back from the dog and they always get that sheepish look and often will say, "he doesn't bite." The hell he doesn't bite! He is a dog, he bites and he is going to bite me because you have not shown him who is boss and he has no fear of humans and he has no idea that being a jerk is not allowed.

Please, if you love your dog, do your job and discipline them, train them, show them the proper way to behave and make sure they know that being a jerk gets them in trouble. If you do not, you will not be able to find a vet to help them when they are in need and that will be your fault and not the vets fault. No where in our oath does it say that we have to subject ourselves to being bitten by someones dog because they treated it like a human and felt sorry for it and never disciplined it and so it now has no respect for humans and bites. If you don't start being a responsible pet owner, your dog is not going to be seen and you do not want that to happen.

Do not let your dog be the top dog in your house! It is not fair to them and it is not fair to us in the veterinary profession when we have to fear for our safety in order to try and help them when they are sick.

June 10, 2022

In re: 22-133 (Deborah Chapman, DVM)

To Whom It May Concern:

In response to the Complaint in the above-referenced matter, I have no medical records or other documents to submit to the Board because the complainant, John Parsons of Prescott Valley, Arizona, is not, and has never been, a client of mine. In fact, I have no idea who Mr. Parson is or why he felt compelled to file this complaint in response to a Desert Cross Veterinary Hospital FaceBook post.

Also, Mr. Parsons' statement that I am "currently on probation" is not true. My license, which you can easily verify, is active and in good standing.

In light of the foregoing, it is respectfully requested that this Complaint be dismissed with no violation at your earliest opportunity. Thank you.


Deborah Chapman, DVM (#3526)

DOUGLAS A. DUCEY
- GOVERNOR -



VICTORIA WHITMORE
- EXECUTIVE DIRECTOR -

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INVESTIGATIVE DIVISION REPORT

TO: Arizona State Veterinary Medical Examining Board

FROM: Investigative Division

RE: Case: 22-133

Complainant(s): John Parsons

Respondent(s): Deborah Chapman, DVM (License: 3526)

SUMMARY:

Complaint Received at Board Office: 5/23/22

Board Discussion: 7/20/22

APPLICABLE STATUTES AND RULES:

Laws as Amended August 2018

(Lime Green); Rules as Revised

September 2013 (Yellow).

Respondent posted on her business social media site her opinion with respect to fearful/biting dogs. Complainant did not agree with Respondent's view voiced in the post.

PROPOSED 'FINDINGS of FACT':

Respondent posted her opinion on fearful/biting dogs that are presented to her premises on her premises social media site.

Complainant did not agree with her view and filed a formal complaint. Complainant stated Respondent was on Probation. Respondent is not currently on Probation.

The information contained in this report was obtained from the case file, which includes the complaint, the respondent's response, any consulting veterinarian or witness input, and any other sources used to gather information for the investigation.

TR

Tracy A. Riendeau, CVT
Investigative Division